

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

CANTEEN OPERATOR 1

DEFINITION

Under general supervision, performs canteen operation work involving the provision of limited food service and merchandise sales to residents and employees; leads subordinate staff and residents in the operation of the canteen and performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assists supervisor by instructing employees, answering questions and distributing, balancing and checking work; may make suggestions on appointments, promotions, performance and reassignments.

Orders all merchandise and foods sold or consumed in the canteen; prepares basic inventory reports and maintains related records; prepares basic records of purchases and sales and of supplies disbursement records; interviews sales representatives and places orders.

Waits on customers and sells soft drinks, cigarettes, short order foods; makes sales using a cash register; receives moneys or coupons and makes change; balances receipts against register tapes; prepares and makes bank deposits.

Inventories stock; receives and shelves supplies.

Directs and participates in the routine cleaning of the canteen; mops and waxes floors; washes windows, walls, tables and counters.

COMPETENCIES REQUIRED

Knowledge of inventory methods and procedures in regard to retail sales.

Knowledge of retail merchandising methods and techniques.

Ability to add, subtract, multiply and divide.

Ability to establish and maintain effective working relationships with employees, residents and customers.

Ability to keep and maintain inventory records.

Ability to operate a cash register.

Ability to make correct change.

Ability to plan, organize and oversee the work of others.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

The equivalent of two (2) years of full-time experience in restaurant or store work involving public contact.

Effective Date: 6/24/83 TAM